



DEPARTMENT OF MATERIALS MANAGEMENT  
MONTGOMERY COUNTY PUBLIC SCHOOLS

## SERVICE AGREEMENT **Custom Printing for Schools**

Revised March 2020

### **OVERVIEW**

This document describes the agreement between each school principal and the Editorial, Graphics & Publishing Services (EGPS) unit of the Department of Materials Management regarding graphic products and services requested by a school. Products include student daily planners, agenda books, event flyers and programs, display posters, banners, publications, office forms, and business cards and envelopes. The schools are customers of Custom Printing. They submit more than 1,000 work orders to Custom Printing (a division of EGPS) each year.

### **STATEMENT OF WORK**

Within 24 hours of receiving a job inquiry from a school staff member (via email or phone), a Print Shop Customer Service representative will provide a project plan (via email), including description of deliverable, price estimate, and estimated timeframe for completing the job.

After receiving approval to proceed via email from the school office, An EGPS Customer Service representative will coordinate production with the Custom Printing operations supervisor and graphics specialists.

After completion and delivery of the product, EGPS will submit an invoice (via Pony mail) to the school office, addressed to the staff member who requested the product.

### **TERMS**

The principal agrees to approve payment to EGPS (via FMS voucher or check) within 45 days of product delivery.

### **FUNDING**

- Usually, schools fund their custom-printed products through their Independent Activities Fund, PTA resources, or both.
- The Office of the Chief Operating Officer (OCOO) subsidizes the standard pricing structure for the invoicing of these products. OCOO funds the facility and major equipment systems required for the production and delivery of graphic products to all our schools.

### **COMMUNICATIONS**

- For questions concerning ordering jobs, contact EGPS Customer Service at 301-279-3110 or e-mail [egps@mcpsmd.org](mailto:egps@mcpsmd.org).
- For more information on the capabilities and procedures of the MCPS Print Shop, contact the Custom Printing operations supervisor, at 301-279-3528.
- For inquiries concerning this service agreement, contact the EGPS administrative supervisor at [john\\_c\\_marshall@mcpsmd.org](mailto:john_c_marshall@mcpsmd.org).